



Department of Administrative Services
 Office of State Debt Collections
 5110 State Office Building
 Salt Lake City, UT 84114
 801-538-3603

Service Plan

Fiscal Year 2009

The Department of Administrative Services Delivers support services of the highest quality and best value to government agencies and the public. The Office of State Debt Collection promotes maximum receipt of money to the State of Utah by effectively managing and collecting state receivables. The office was organized during Fiscal Year 1996. The enabling legislation is found in Utah Code Annotated 63A-8.

Services Provided by the Office:	Methods Used to provide Service?	Standards of Performance for Service Provided?	Performance Measures?	
1. Collecting and managing state receivables	a.) Collecting Receivables	Interfaces from state agencies to OSDC Case Management System (CMS)	Interfaces are current with no backlog	100 % Cases are placed within 1 week of agency request to OSDC
		Allocate cases to 3rd party vendors, AG's Office, or OSDC staff	During Placement Process CMS allocates cases to vendors etc.	100% Cases are placed every Tuesday morning
	b.) Managing Receivables	Monitor Performance of Collection effort	Monthly review collection success	Percentage of dollars back to the state
		Receive and Apply Money to debtor accounts	OSDC Staff applies money in a timely manner	100% error free using all accounting Policies and Procedures

Services Provided by the Office:		Methods Used to provide Service?	Standards of Performance for Service Provided?	Performance Measures?
		Interface to FINET to produce payments to victims and state agencies	GAX entries Weekly, (CR, & IET Entries Monthly)	Interfaces are run timely without errors
		Debt Collection Agency Reporting Tool (dcART) is available to State Agencies to Monitor Collection Processes	dcART is available and agency personnel are trained to use the system	System is "up" 100%.
2. Develop consistent Policies, procedures, and guidelines for accounting, reporting, collecting and writing off monies owed to the state	a.) Policies and Procedures Manual	Produce and Publish via internet the Statewide Policies, procedures, and Guidelines for Accounting, Reporting And Collecting Accounts Receivable	Manual is up to date and available to all agencies via OSDC web site	Updated policy is on website and re-visited annually or with FINET changes
3. Prepare quarterly and annual reports of the state's receivables	a.) Quarterly Reporting	Produce Quarterly Receivable Reports	Quarterly Reports are received from exempt agencies and combined with FINET transactions to produce Quarterly Report	Report is available 45 days after end of quarter
	b.) Annual Reporting	Produce Annual Receivable Reports for Governor and Legislature	Use the Quarterly Reports to produce the Annual Report. Develop narrative and distribute	Report is available to Legislature and Governor before Subsequent Legislative Session

Services Provided by the Office:		Methods Used to provide Service?	Standards of Performance for Service Provided?	Performance Measures?
4. Oversee and monitor state agencies receivable programs to ensure that state agencies are following established policies and procedures and collection of accounts receivable is efficient	a.) Agency Visits	Visit State agencies annually to monitor and review collection programs and efforts		